



Avaya

33160T Exam

Avaya Workforce Engagement Support

Exam Latest Version: 6.0

DEMO Version

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Question 1. (Multi Select)

What are the key steps involved in integrating Avaya Workforce Engagement Framework with existing telephony systems?

(Choose Three)

Response:

- A: Configuring the telephony settings
- B: Updating firmware on all devices
- C: Installing necessary drivers
- D: Setting up call recording parameters
- E: Ensuring network connectivity

Correct Answer: A, D, E

Question 2. (Single Select)

When a user cannot access the Avaya Workforce Engagement portal, which troubleshooting step should be taken first?

Response:

- A: Reset the user's password
- B: Reboot the server
- C: Check network connectivity
- D: Reinstall the software

Correct Answer: C

Question 3. (Multi Select)

What is a critical consideration when selecting the server hardware for Avaya Workforce Engagement Framework?

(Choose Two)

Response:

- A: Processor speed
- B: Brand of the server
- C: Compatibility with other Avaya products
- D: Warranty period

Correct Answer: A, B

Question 4. (Single Select)

How does Avaya Workforce Engagement System utilize recorded calls for performance improvement?

Response:

- A: By analyzing call durations
- B: By providing detailed call analytics for training and coaching
- C: By routing calls to the most experienced agents
- D: By storing calls in a cloud-based system

Correct Answer: B

Question 5. (Multi Select)

During the installation of Avaya Workforce Engagement Framework, what security measure should be implemented to protect data?

(Choose Two)

Response:

- A: Use of strong passwords
- B: Disabling firewalls
- C: Configuring SSL certificates
- D: Enabling guest access

Correct Answer: A, C



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